PAYMENT TERMINAL USER GUIDE IWL220 GPRS/BLUETOOTH



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(24/7)

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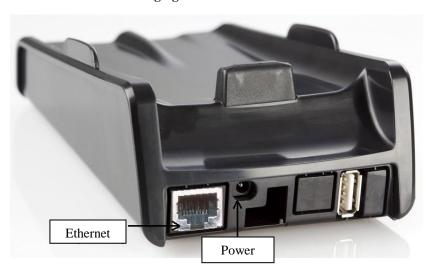
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1. PREPARATION OF A NEW PAYMENT TERMINAL FOR OPERATION

- Take the terminal and the charging station out of the packaging
- Your new payment terminal is already prepared for operation. There is no need to change any data in the terminal or upload any new software.
- In case of a BLUETOOTH terminal, connect the computer network cable to ETHERNET slot on the charging station
- Connect the power source connector to the charging station. Connect the power source jack to the electricity network.

Connection slots on the charging station



Menu keys



Restart

To perform restart simultaneously press on the YELLOW and POINT buttons.

2. SALES TRANSACTION WITH A CHIP CARD 2.1 SALES TRANSACTION

ACTION	TERMINAL
The terminal is in the standby mode.	TERE TULEMAST
Enter the sum of the transaction as a final sum.	SUMMA (EUR)
For instance, 319 (3.19 EUR)	Sisestage summa
Then press the green key (ENTER).	3.19
The sum and the contactless payment logo are displayed on the screen.	Kasutage kaarti 3.19 EUR
Ask the customer to insert the chip card in the reader	(n))\$
Where the terminal prompts to select the language, the card owner shall use arrows on the key bar to select the suitable language and then press the green key (ENTER) to confirm.	VALI KEEL English Estonian Russian Latvian
Where the card has several functions, they will be shown on the screen. The card owner shall use arrows on the key bar to select the suitable function and then press the green key (ENTER) to confirm. Where the card has only one function, no choice is presented on the screen.	VALI AID VISA CREDIT VISA DEBIT
Where the terminal asks for the PIN code the customer shall enter the PIN code using	SISESTA PIN
 the keys. Where the code was entered incorrectly, the yellow button may be used to delete the numbers and the PIN code then may be entered once again. Where the terminal does not ask for the PIN code, no respective message appears on the screen. 	3.19 EUR -

The terminal shall perform automatic control and the following information will appear on the screen:

Where the PIN code was entered correctly, the terminal connects to the control center and performs automatic control.	Pin korras ÜHENDUS PALUN OODAKE
The terminal receives response from the control center.	Autoriseerimine OOTAN VASTUST
Remove the card from the terminal.	Tehing sooritatud, VÕTA KAART
At the end of the transaction the terminal asks confirmation for printing of the receipt. When the red button is pressed the buyer's receipt is not printed.	Võta kviitung ja Vajuta klahvi

KAARDIMAKSE KVIITUNG Terminal FIRMA NIMI AADRESS Terminal: HPC11111 Reg: 12345673 Kassa: 101 Maksekaart AID: A000000012345 PAN: *********0017 CID: 40 TC:95D248A23412E422 TVR: 0000000000 TSI:0000 CVMR:000000 Tehing Kviitung:123456 Aeg:12.09.2011 13:28:04 Autoris.nr.: 123223 3.19 EUR SUMMA: TEHING TEOSTATUD PIN KONTROLLITUD PASS () JUHIL () ID() () NR:

Tere tulemast! KAARDIMAKSE KVIITUNG Terminal FIRMA NIMI AADRESS Terminal: HPC11111 Reg: 12345673 Kassa: 101 Maksekaart VISA AID: A000000012345 PAN: *********0017 CID: 40 TC:95D248A23412E422 TVR: 0000000000 TSI:0000 CVMR:000000 Tehing Kviitung:123456 Aeg:12.09.2011 13:28:04 Autoris.nr.: 123223 SUMMA: 3.19 EUR TEHING TEOSTATUD PIN KONTROLLITUD

PIN KONTROLLITUD
Säilita kviitung väljavõtte
kontrolliks
Kohtumiseni!

Notes:

THE FIRST RECEIPT IS FOR THE SELLER AND THE SECOND ONE IS FOR THE BUYER

- The transaction can be interrupted by pressing the RED button.
- In case of an error in entering the sum, corrections can be made using the YELLOW button.
- After the terminal controls the PIN code the text "PIN KONTROLLITUD"" is printed on the receipt.
- Where the receipt has no place for signature and the document number, the seller shall not ask for a signature and the
 document number of the card owner.

Where for some reason authorization of the payment terminal fails, the error message is printed out along with the error code and explanation.

2.2 VERBAL AUTHORIZATION

Where for any reason authorization of the transaction fails (the terminal is unable to establish connection with the bank or receive the respective answer from the bank) the terminal may ask the seller "Helistad panka?"

If the seller selects "Jah" (presses the green button) the terminal prints out the necessary transaction details that should be provided to the customer service by calling Nets Estonia		Referral .	
AS at 6 711 444.	Helistad panka?		
	Ei	Jah	
The customer service employee registers the transaction manually and responds with the authorization code that is to be entered into the terminal.		Autor. Kood	
audionzadon code diale is to be onleted into the terminal.	12341234	412341234	
	Kehtib: 1	212 (kkaa)	

At the end of the transaction the terminal asks for confirmation for printing of the second	Võta kviitung ja
receipt.	Vajuta klahvi
When the red button is pressed the buyer's receipt is not printed.	

The transaction is complete.

Notes:

- The transaction can be interrupted by pressing the RED button.
- In case of an error in entering the sum and the card number, corrections can be made using the YELLOW button.
- In order to enter letters, press and hold the respective key until the required letter appears.

Example: Where it is necessary to type 00001N, simply type 00001 and then hold number 6 until the letter N appears on the screen.

2.3 REVERSAL

In order to reverse the transaction, do the following:

ACTION	TERMINAL
The terminal is in the standby mode.	TERE TULEMAST
Press the leftmost button on the key bar	
From the menu select "Annulleerimine" (to navigate through the menu use ▼ ▲ key bar keys or central keys on the key bar) and then press the green key (ENTER) to confirm.	Tehingud 1-Saatmine 2-Annulleerimine 3-Kaarditehing 4-Käsitsitehing
Enter the number of the receipt that you wish to reverse and then press the green key (ENTER). Where the receipt number is not entered, the terminal shall reverse the last transaction.	Annulleerimine Anna kviitungi nr. -
The terminal shall request confirmation for the reversal. To continue press < JAH > or the green key (ENTER). To cancel press < EI > or the red key (CANCEL).	Annulleerida? PAN:*********0001 Summa: 3.19 EUR Ei Jah
The chip card must be inserted in the terminal reader.	Kasutage kaarti -3.19 EUR
E Remove the card from the terminal.	Õige kaart Võta kaart

The terminal shall commence automatic control and the following information will be displayed:

The terminal dials the control center's number and performs the automatic control.	ÜHENDUS
	PALUN OODAKE

The terminal receives an answer from the control center.	OOTAN VASTUST
At the end of the transaction the terminal asks for confirmation for printing of the second receipt. When the red button is pressed the buyer's receipt is not printed.	Võta kviitung ja vajuta klahvi

The transaction is complete.

Seller's receipt

KAARDIMAKSE KVIITUNG

Terminal

FIRMA NIMI AADRESS

Terminal: HPC11111 Reg: 12345673 Kassa: 101

Maksekaart

VISA

AID: A000000012345 PAN: ********0017

CID: 40 TC:95D248A23412E422 TVR: 0000000000 TSI:0000 CVMR:000000

TÜHISTUS

Kviitung:123456 Aeg:12.09.2011 13:28:04

Autoris.nr.: 123223

SUMMA: -3.19 EUR

Buyer's receipt

Tere tulemast!

KAARDIMAKSE KVIITUNG

Terminal

FIRMA NIMI

AADRESS

Terminal: HPC11111 Reg: 12345673 Kassa: 101

Maksekaart

VISA

AID: A000000012345

CID: 40 TC:95D248A23412E422

TVR: 0000000000 TSI:0000 CVMR:000000

TÜHISTUS

Kviitung:123456 Aeg:12.09.2011 13:28:04

Autoris.nr.: 123223

SUMMA: -3.19 EUR

Säilita kviitung väljavõtte kontrolliks Kohtumiseni!

Notes:

- Only transactions in the terminal's memory can be reversed.
- Where the transaction has already been reversed or is not in the terminal's memory (e.g. already sent to the bank along with the transactions for the previous day), the terminal shall display the notification: **KVIITUNG PUUDUB**

3. SALES TRANSACTION WITH A CONTACTLESS CARD 3.1 SALES TRANSACTION

ACTION	SCREEN
The terminal is in the standby mode.	TERE TULEMAST
Enter the sum of the transaction as a final sum.	SUMMA (EUR)
For instance, 319 (3.19 EUR)	Sisestage summa
Then press the green key (ENTER).	
	3.19
The sum and the contactless payment logo are displayed on the screen.	Kasutage kaarti
	3.19 EUR
• In case of a contactless card transaction the card shall be touched against the	
pinpad's screen	
	()) %_\

The terminal shall perform automatic control and the following information will appear on the screen:

The terminal connects to the control center and performs automatic control.	ÜHENDUS PALUN OODAKE
The terminal receives response from the control center.	Autoriseerimine OOTAN VASTUST
The terminal receives the transaction confirmation from the control center.	Tehing sooritatud
At the end of the transaction the terminal asks for confirmation for printing of the second receipt. When the red button is pressed the buyer's receipt is not printed.	Võta kviitung ja Vajuta klahvi

The transaction is complete.

Notes:

Terminal can ask to use the card's chip.	<u>Info</u>
(For instance, where the sum exceeds the contactless transaction's limit).	Kasutage kiipi
Insert the chip card in the reader and perform the payment just as you would in case of an ordinary chip card transaction.	<u>Kaarditehing</u>
	11.00 EUR
	Kasutage kaarti

KAARDIMAKSE KVIITUNG

Terminal

FIRMA NIMI AADRESS

Reg: 12345673 Kassa: 101 Terminal: IWL11111

Maksekaart

'Mastercard' Contactless

MasterCard AL: MASTERCARD

AL: MASTERCARD AID: A000000012345 PAN: *********0017

TEHING

Kviitung:123456 Aeg:12.09.2011 13:28:04

Autoris.nr.: 123223 T1

SUMMA: 3.19 EUR

TEHING TEOSTATUD

Tere tulemast!

KAARDIMAKSE KVIITUNG

Terminal

FIRMA NIMI AADRESS

Reg: 12345673 Kassa: 101

Terminal: IWL11111

Maksekaart

'Mastercard' Contactless

MasterCard
AL: MASTERCARD
AID: A000000012345

Kviitung:123456 Aeg:12.09.2011 13:28:04

Autoris.nr.: 123223 T1

SUMMA: 3.19 EUR

TEHING TEOSTATUD

Säilita kviitung väljavõtte kontrolliks Kohtumiseni!

Notes:

THE FIRST RECEIPT IS FOR THE SELLER AND THE SECOND ONE IS FOR THE BUYER

- The transaction can be interrupted by pressing the RED button.
- In case of an error in entering the sum, corrections can be made using the YELLOW button.
- Where the receipt has no place for signature and the document number, the seller shall not ask for a signature and the document number of the card owner.

ACTION	SCREEN	
Where the terminal prints a place for signature on the receipt, the seller shall ask for a		
signature and the document number of the card owner.	Allkiri nõutud	
After that the terminal asks to control correctness of the signature (its correspondence to the signature on the document).	Võtke kviitung ja vajutage klahvi	i
If the signature is correct, press JAH . It completes the transaction.		
If the signature is incorrect, press EI . Terminal cancels the transaction and prints out an error	Kas allkiri	
notification.	on õige?	
	EI J	JAH

Where for some reason authorization of the payment terminal fails, the error message is printed out along with the error code and explanation.

VEATEADE

Terminal

FIRMA NIMI AADRESS

Reg: 12345673 Kassa: 101 Terminal: IWL11111

Maksekaart

'Mastercard' Contactless

MasterCard

AL: MASTERCARD AID: A000000012345 PAN: ********0017

Kviitung:123456 Aeg:12.09.2011 13:28:04
Pank: 121- Summa ületab limiiti

Tagasta kaart

TEHINGUT EI TOIMUNUD

3.2 VERBAL AUTHORIZATION

Verbal authorization is performed exactly as described for chip cards, see section 2.2

3.3 REVERSAL

In order to reverse the transaction, do the following:

ACTION	SCREEN
The terminal is in the standby mode.	TERE TULEMAST
Press the leftmost key on the menu key bar.	
From the menu select "Annulleerimine" (to navigate through the menu use ▼ ▲ keys or middle keys on the menu bar) and then press the green key (ENTER) to confirm.	Tehingud 1-Saatmine 2-Annulleerimine 3-Kaarditehing 4-Käsitsitehing
Enter the number of the receipt that you wish to reverse and then press the green key (ENTER). Where the receipt number is not entered, the terminal shall reverse the last transaction.	Annulleerimine Anna kviitungi nr. -
The terminal shall request confirmation for the reversal. To continue press <jah>or the green key (ENTER). To cancel press <ei> or the red key (CANCEL).</ei></jah>	Annulleerida? PAN:**********0001 3.19 EUR Tehing Nr.112233
	Ei Jah

In case of contactless transaction, the terminal does not require the card for reversal!

The terminal shall commence automatic control and the following information will be displayed:

The terminal dials the control center's number and performs the automatic control.	ÜHENDUS PALUN OODAKE
The terminal receives an answer from the control center.	OOTAN VASTUST
At the end of the transaction the terminal asks for confirmation for printing of the second receipt. When the red button is pressed the buyer's receipt is not printed.	Võta kviitung ja vajuta klahvi

The transaction is complete.

Notes:

- Only transactions in the terminal's memory can be reversed.
- Where the transaction has already been reversed or is not in the terminal's memory (e.g. already sent to the bank along with the transactions for the previous day), the terminal shall display the notification: KVIITUNG PUUDUB

Seller's receipt Buyer's receipt

KAARDIMAKSE KVIITUNG

Terminal

FIRMA NIMI **AADRESS**

Reg: 12345673 Kassa: 101 Terminal: IWL11111

Maksekaart

'Mastercard' Contactless

MasterCard

AL: MASTERCARD AID: A000000012345 PAN: *********0017

TÜHISTUS

Kviitung:123456 Aeg:12.09.2011 13:28:04 Autoris.nr.: 123223 T1

SUMMA:

-3.19 EUR

Tere tulemast!

KAARDIMAKSE KVIITUNG

Terminal

FIRMA NIMI

AADRESS

Reg: 12345673 Kassa: 101

Terminal: IWL11111

Maksekaart

'Mastercard' Contactless

MasterCard

AL: MASTERCARD

AID: A000000012345 PAN: *********0017

TÜHISTUS

Kviitung:123456 Aeg:12.09.2011 13:28:04

Autoris.nr.: 123223

SUMMA: -3.19 EUR

Säilita kviitung väljavõtte kontrolliks Kohtumiseni!

4. SALES TRANSACTION WITH A MAGSTRIPE CARD

4.1 SALES TRANSACTION

ACTION	SCREEN
The terminal is in the standby mode.	TERE TULEMAST
Enter the sum of the transaction as a final sum, for instance 319 (3.19 EUR) and then press	
the green key (ENTER) to confirm.	
In order to correct the sum, press the yellow key.	
To cancel the transaction, press the red key.	
Swipe the customer's card through the reader.	Kasutage kaarti 3.19 EUR
	OODAKE PALUN
Enter the last four digits of the card's number.	Neli viimast numbrit:
Press the green key (ENTER) to confirm. The terminal controls, whether the entered numbers correspond to the information on the magstripe.	-

The terminal shall perform automatic control and the following information will appear on the screen:

The terminal dials the control center's number	ÜHENDUS PALUN OODAKE
The terminal has established connection with the control center and performs the automatic control.	Autoriseerimine OOTAN VASTUST
The terminal receives an answer from the control center. The answer's code is shown on the screen.	Tehing Sooritatud
At the end of the transaction the terminal asks for confirmation for printing of the second receipt. When the red button is pressed the buyer's receipt is not printed.	Võta kviitung ja Vajuta klahvi

The transaction is complete.

Seller's receipt Buyer's receipt

KAARDIMAKSE KVIITUNG Terminal FIRMA NIMI AADRESS Terminal: HPC11111 Reg: 12345673 Kassa: 101 Maksekaart PAN: *********0017 Tehing Kviitung:123456 Aeg:12.09.2011 13:28:04 Autoris.nr.: 123223 SUMMA: 3.19 EUR TEHING TEOSTATUD Allkiri Id kaart() Juhiluba() Pass () Muu nr:

Card name Card number

Number of the personal ID document, where the sum exceeds the control limit set for payment cards (filled in manually).

Tere tulemast! KAARDIMAKSE KVIITUNG Terminal FIRMA NIMI AADRESS Terminal: HPC11111 Reg: 12345673 Kassa: 101 Maksekaart VISA PAN: *********0017 Tehing Kviitung:123456 Aeg:12.09.2011 13:28:04 Autoris.nr.: 123223 SUMMA: 3.19 EUR TEHING TEOSTATUD Säilita kviitung väljavõtte kontrolliks Kohtumiseni!

Where for some reason authorization of the payment terminal fails, the error message is printed out along with the error code and explanation.

VEATEADE

Terminal

FIRMA NIMI AADRESS

Terminal: HPC11111 Req: 12345673 Kassa: 101

Maksekaart

VTSA

AID: A000000012345 PAN: *********0017

CID: 40 TC:95D248A23412E422 TVR: 0000000000 TS:0000 CVMR:000000 UPN: 000AA000 TT:00 AIP:0A00 ATC:0000

Kviitung:123456 Aeg:12.09.2011 13:28:04 Pank: 121- Summa ületab limiiti

Tagasta kaart

TEHINGUT EI TOIMUNUD

4.2 VERBAL AUTHORIZATION

Verbal authorization is performed exactly as described for chip cards, see section 2.2.

4.3 REVERSAL WITH A MAGSTRIPE CARD

In order to reverse the transaction, do the following:

ACTION	SCREEN
The terminal is in the standby mode.	TERE TULEMAST
Press the leftmost button on the key bar	
	m.1.
From the menu select "Annulleerimine" (to navigate through the menu use ▼ ▲ key bar	Tehingud 1-Saatmine
keys or central keys on the key bar) and then press the green key (ENTER) to confirm.	2-Annulleerimine
	3-Kaarditehing
	4-Käsitsitehing
	4 Rusitsitening
Enter the number of the receipt that you wish to reverse and then press the green key	Annulleerimine
(ENTER).	Anna kviitungi nr.
Where the receipt number is not entered, the terminal shall reverse the last transaction.	
	-
	A 11 11 0
The terminal shall request confirmation for the reversal.	Annulleerida? PAN:*********0001
To continue press < JAH > or the green key (ENTER). To cancel press < EI > or the red key (CANCEL).	PAN: ************************************
To cancer press < Er > or the rea key (CANCEL).	Summa: 3.19 EUR
	Summa. 3.17 LOK
	Ei Jah
Swipe the customer's card through the reader.	Kasutage kaarti
	-3.19 EUR

The terminal shall request confirmation of the card's authenticity.	Neli viimast numbrit:
To continue press < JAH > or the green key (ENTER).	Kas 0001 on neli
To cancel press < EI > or the red key (CANCEL).	Viimast numbrit
	Ei Jah
The terminal confirms authenticity of the card.	Õige kaart

The terminal shall commence automatic control and the following information will be displayed:

The terminal dials the control center's number and performs the automatic control.	ÜHENDUS PALUN OODAKE
The terminal receives an answer from the control center.	OOTAN VASTUST
At the end of the transaction the terminal asks for confirmation for printing of the second receipt. When the red button is pressed the buyer's receipt is not printed.	Võta kviitung ja vajuta klahvi

The reversal is complete.

Seller's receipt

KAARDIMAKSE KVIITUNG Terminal FIRMA NIMI AADRESS Terminal: HPC11111 Reg: 12345673 Kassa: 101 Maksekaart PAN: *********0017 TÜHISTUS Kviitung:123456 Aeg:12.09.2011 13:28:04 Autoris.nr.: 123223

SUMMA: -3.19 EUR Buyer's receipt

Tere tulemast!

KAARDIMAKSE KVIITUNG

Terminal

FIRMA NIMI

AADRESS

Terminal: HPC11111 Reg: 12345673 Kassa: 101

Maksekaart

PAN: *********0017

TÜHISTUS

Kviitung:123456 Aeg:12.09.2011 13:28:04

Autoris.nr.: 123223

SUMMA: -3.19 EUR

> Säilita kviitung väljavõtte kontrolliks Kohtumiseni!

Notes:

- Only transactions in the terminal's memory can be reversed.
- Where the transaction has already been reversed or is not in the terminal's memory (e.g. already sent to the bank along with the transactions for the previous day), the terminal shall display the notification: KVIITUNG PUUDUB

5. REPEATED PRINTOUT

Where necessary the terminal can print a copy of the receipt.

ACTION	SCREEN
The terminal is in the standby mode.	TERE TULEMAST
Press the leftmost button on the key bar	
From the menu select "Kviitungi koopia" (to navigate through the menu use ▼ ▲ key bar keys or central keys on the key bar) and then press the green key (ENTER) to confirm.	Tehingud 1-Saatmine 2-Annulleerimine 3-Kaarditehing 4-Käsitsitehing

Enter the number of receipt that you wish to reverse and then press the green key (ENTER).	Kviitungi koopia
Where the receipt number is not entered, the terminal shall print out the last receipt.	Anna kviitungi Nr:
Where no receipt is found "KVIITUNG PUUDUB" message is displayed.	
	-
Tear off the receipt and press any key.	Võta kviitung
	ja vajuta klahvi

Note:

• Repeated printout is only possible with regard to transactions performed on the same day.

6. REPORTS

ACTION	SCREEN
The terminal is in the standby mode.	TERE TULEMAST
Press the leftmost button on the key bar	
From the menu select "Info" (to navigate through the menu use ▼ ▲ key bar keys or	Tehingud
central keys on the key bar) and then press the green key (ENTER) to confirm.	1-Saatmine
	2-Annulleerimine
	3-Kaarditehing
	4-Käsitsitehing
Select SAATMISKOOND if you wish to receive a copy of the previous sending report	Info
	1-Saatmiskoond
Select HETKETEHINGUD if you wish to receive today's report, without sending	2-Hetketehingud
transactions.	3-Vaatan tehinguid
Select VAATAN TEHINGUID if you wish to receive more information on a specific receipt.	

7. CLOSING THE DAY

7.1 AUTOMATIC SENDING OF TRANSACTIONS

Daily transactions can be sent to the bank either automatically or manually. Automatic sending is performed at the time programmed in the terminal. While automatic sending is in process no transaction can be performed!

At the end of the communication session the terminal shall issue the report that demonstrates the number of transactions and the total sum.

SAATMISKOOND Nr 1		
Saatmise aeg: FIRMA NIMI AADRESS Terminal: HPC11111 Valuuta: EUR	l Reg: 12345673	
Set Tehingud Tühistamisi Kokku	"VISA" 1 1 2	3.19 -3.19 0.00
Tehingud Tühistamisi Kokku Received 1 pc. Tehingute saa		3.19 -3.19 0.00
reningute saa	CHITTIE OK	

NB! IF THIS REPORT IS NOT PRINTED OUT, APPARENTLY THE TRANSACTIONS HAVE NOT REACHED THE BANK!

Automatic sending is not performed where

- No transactions were made after the last report has been sent
- Sending was not successful, since the terminal was not plugged into the power network or the communication line used by the terminal was not available.

Where automatic sending fails:

• <u>SEND TRANSACTIONS MANUALLY</u>

NB! Where automatic sending fails, contact customer service of Nets Estonia.

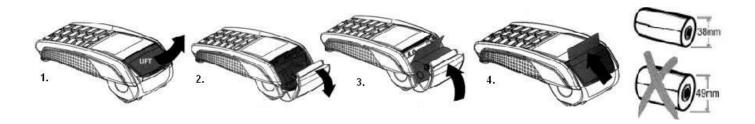
7.2 SENDING TRANSACTIONS MANUALLY

ACTION	SCREEN
The terminal is in the standby mode.	TERE TULEMAST
Press the leftmost button on the key bar	
From the menu select "Saatmine" (to navigate through the menu use ▼ ▲ key bar keys or	Tehingud
central keys on the key bar) and then press the green key (ENTER) to confirm.	1-Saatmine
	2-Annulleerimine
	3-Kaarditehing
	4-Käsitsitehing
	_
If you wish to send transactions, press <jah> or press the green key (ENTER).</jah>	Tehingud
	Saadan tehingud?
	Oled kindel?
	Ei Jah
The terminal shall dial the control center's number.	ÜHENDUS
	PALUN OODAKE
The terminal sends transactions	SAATMINE

At the end of the communication session the terminal shall issue the report that demonstrates the number of transactions and the total sum.

8. REPLACEMENT OF THE PAPER ROLL

If a red line appears on receipts, the paper roll shall be replaced. Use only special thermal paper for the terminal.



- 1.-2. Open the paper roll cover
- 3. Place a new roll in place
- 4. Close the cover, tear off any excess paper